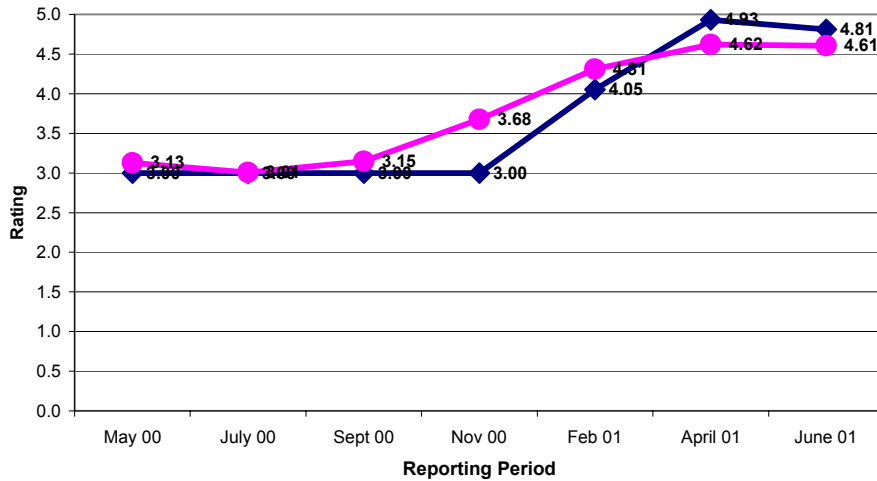
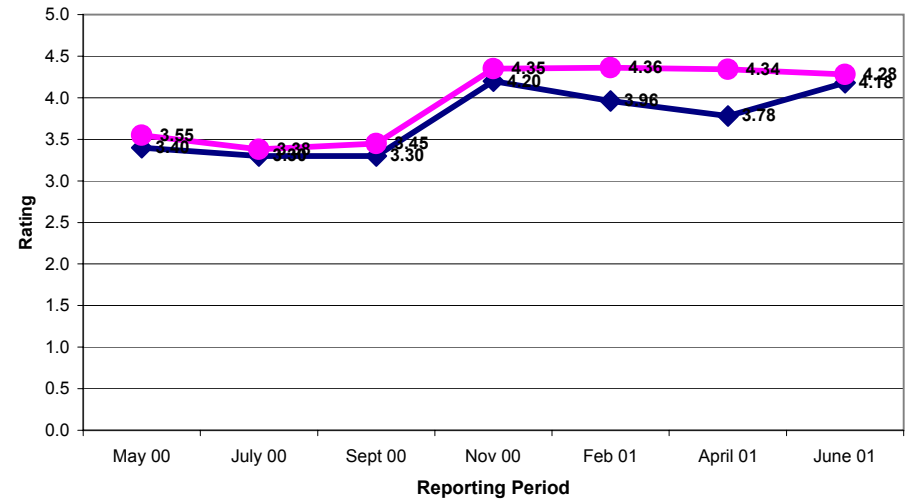


## Office of the Chief Financial Officer (OCFO) Telephone Service Quality

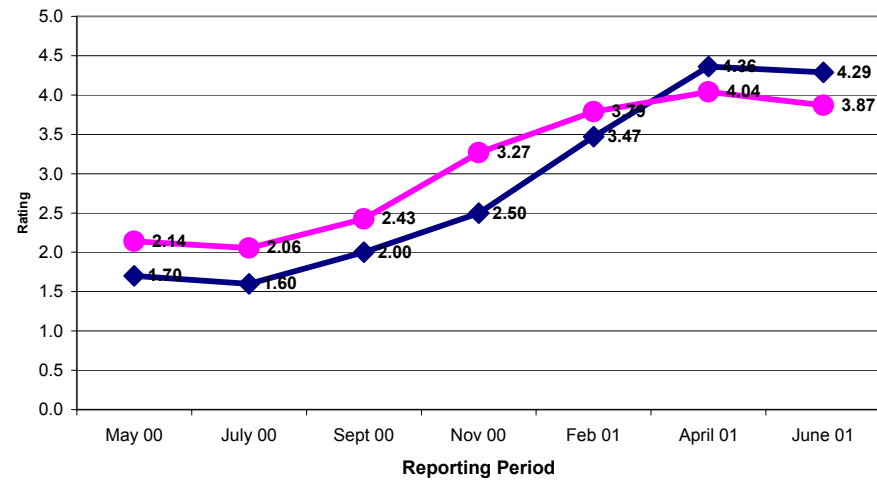
**Courtesy Rating Comparison Data**



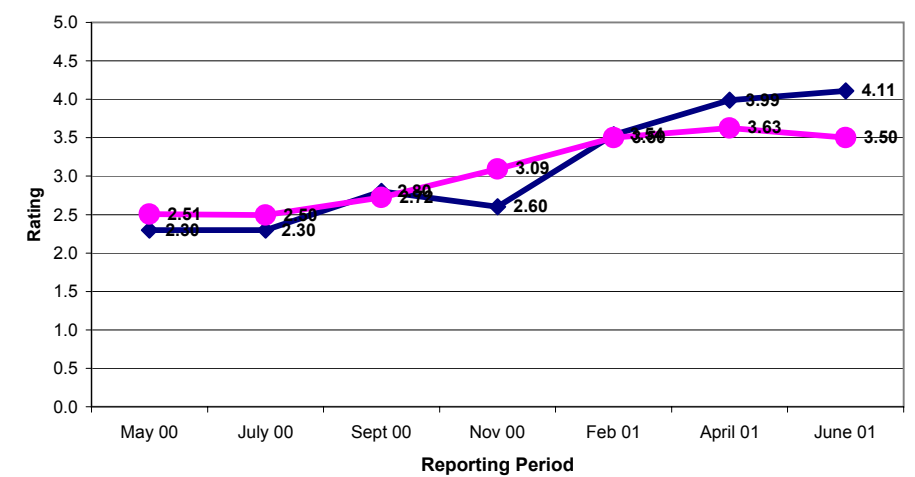
**Knowledge Rating Comparison Data**



**Etiquette Rating Comparison Data**



**Overall Impression Rating Comparison Data**



**District Average**



**Agency Average**

